



## **EMERGENCY PREPAREDNESS AND RESPONSE PLAN**

Regional Office (RO): 426 Balmoral Street, Thunder Bay, ON

Assisted Living – Cumberland Place: 475 Cumberland Street North, Thunder Bay, ON

Assisted Living – McKellar Place: 325 Archibald Street South, 6<sup>th</sup> Floor, Thunder Bay, ON

Assisted Living – Transitional Learning Centre: 130 Castlegreen Drive, Thunder Bay, ON

Assisted Living – County Boulevard Place: 141 County Blvd, Thunder Bay, ON

Kenora Office: 916 Ottawa Street, Keewatin, ON  
(located inside the Community Services for Independence –Northwest (CSI-NW) office)

Dryden Office: 35 Van Horne Ave  
(located inside Patricia Gardens)

**Accessible formats and Communication Supports of the Plan: are available in an alternate format or with appropriate communication supports, as soon as practicable, upon request.**

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Updated: September 2024

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## **SECTION ONE**

### **Introduction**

#### **Purpose:**

The purpose of this Emergency Preparedness and Response Plan is to ensure that all staff and Board members of Brain Injury Services of Northern Ontario (BISNO) are trained and ready to respond during an emergency event. This plan contains information on response procedures, preparedness activities, debriefing, and other relevant information.

Furthermore, the purpose of the plan is to:

- Monitor and assess potential health and safety risks
- Provide relevant education and training for all employees
- Provide emergency preparedness information and education
- Establish individual's roles: Who does what, when, and how
- Provide response instructions, information, and guidelines
- Protect the safety, security, and well-being of employees, individuals in service, and visitors
- Provide for interface and coordination between BISNO and municipal emergency officials

#### **Scope:**

The scope of this plan is limited to BISNO, which includes all sites that are staffed within Thunder Bay and the District:

- Regional Office – Administration
- Community Rehabilitation and Outreach Services (CROS) – Thunder Bay and District
- Assisted Living – Cumberland Place (CP)
- Assisted Living – McKellar Place (MKP)
- Assisted Living – Transitional Learning Centre (TLC)
- Assisted Living – County Boulevard Place (CBP)
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The plan does not replace daily problem resolution procedures as it pertains to health and safety issues in the workplace.

#### **Objectives:**

- Serve as a guide for preparedness activities throughout the organization
- Outline response procedures in the event of an internal or external disaster
- Identify business continuity strategies and procedures
- Documents the testing, training, and review cycle of the preparedness and response plan
- Identify suppliers, resources, alternate locations, and location of relevant material resources

## **What is an Emergency?**

Emergencies are defined as situations or threats of impending situations that may negatively affect the property, safety, health, and welfare of our clients and staff. These situations, by their nature or magnitude, require a controlled and coordinated response that is distinct from routine operations carried out on a daily basis.

## **Risk Analysis**

The following risks have been identified as those most likely to affect BISNO services and are based on internal discussion and identified hazards as listed in municipal emergency plans:

- Inclement weather (snowstorm, blizzard, ice storm, excessive rainfall)
- Forest fires (fire danger and excessive smoke)
- Damage to BISNO infrastructure
- Damage to municipal infrastructure (roads, hospital, water treatment plant, sewage treatment plant)
- Pandemic or outbreak of illness
- Hazardous materials event

## **Preparedness**

BISNO will endeavor to create a culture of preparedness amongst its staff and volunteers. Resources are in place, such as the Emergency Preparedness and Response Committee, to ensure that all necessary steps are taken to prepare as much as possible for emergency events. A detailed account of all preparedness activities are outlined in Section 4 of this plan.

## **Plan Responsibility and Control**

The Chief Executive Officer (CEO):

- Provides the resources necessary for emergency planning, training, and general preparation to deal with specific emergencies

The Human Resources Director:

- Establishes the Emergency Preparedness and Response policy
- Co-ordinates the Emergency Preparedness and Response Plan for BISNO employees
- Ensures the BISNO Emergency Preparedness and Response Plan performs according to established policies and procedures

The Emergency Preparedness and Response Committee:

- Meets regularly to review and update the Emergency Preparedness and Response Plan
- Develops and co-ordinates emergency preparedness and response training for staff
- Works with other BISNO committees (i.e. Joint Occupational Health and Safety Committee) to ensure consistency throughout the organization

## **Plan Locations**

A printed copy of the plan will be kept at the following locations:

- Regional Office
- Assisted Living Service – Cumberland Place
- Assisted Living Service – McKellar Place

- Assisted Living Service – Transitional Learning Centre
- Assisted Living Service – County Boulevard Place

An electronic copy of the plan, as well as all emergency procedures, is available for Leadership in the Leadership Directory. The plan is also posted online on the Employee Portal for all BISNO staff to access. The response and pandemic plans are also posted on the BISNO website ([www.bisno.org](http://www.bisno.org)) for clients, families, and the public to view.

### **Activating the Plan**

BISNO will review, train, and promote preparedness activities on an ongoing basis. Steps will be taken to mitigate potential emergency situations.

The response portion of this plan will be implemented by the CEO (or designate) based on an assessment of one or more of the following:

- An internal or external emergency event that has the potential for a significant negative impact on client services and/or staff safety
- An internal or external emergency event that affects one or more of BISNO's sites
- A municipal, provincial, or national disaster has been declared
- Any emergency event with the potential to negatively affect business continuity (i.e. Pandemic)

The above list should not be deemed as exhaustive. The plan may be implemented at any time at the discretion of the CEO (or designate).

### **Emergency Response Plan Phases**

1. Alert
2. Response
3. Debriefing

#### **Alert Phase:**

- Plan is reviewed
- Staff notified that there is potential for the plan to be implemented
- Initial planning and assessment takes place to determine potential response needs
- Based on planning and assessment, determination is made whether to respond, stand down, or remain on alert
- Staff are notified when alert phase is over
- The alert phase may not occur should an emergency event strike without warning

#### **Response Phase:**

- An emergency event has occurred, and the response portion of the plan is implemented
- Staff are notified that the plan has been implemented and further instructions provided (specific to the event)
- Applicable response procedures are put into action

### **Debriefing Phase:**

- Occurs within a reasonable time frame after the emergency event has occurred and response procedures have concluded
- The type of debriefing to occur will be based on the scope and nature of the event, whether it was internal or external, and the potential psychosocial impact on staff and/or clients

### **SECTION TWO**

The Emergency Response portion of this plan is activated by the CEO or designate. The role of the CEO or designate is as follows:

- Functions at the highest level of authority during an emergency event
- Provides necessary resources
- Activates pre-established agreements with community partners
- Deals with all media inquiries concerning the emergency event
- Maintains communication with BISNO's Board of Directors

The role of the Finance Director or designate during an emergency event is as follows:

- Authorizes emergency expenditures if necessary

The role of the Program Director or designate during an emergency event is as follows:

- Ensures information on the emergency and BISNO's response is communicated to Managers and Supervisors
- Working in conjunction with Managers and/or Supervisors, ensures that essential staffing needs are met for all assisted living and community-based services (Thunder Bay and District)
- Authorizes the cancellation of all non-essential groups, programs, and activities

The role of the Human Resources Director or designate during an emergency event is as follows:

- Ensures the Emergency Response Plan performs according to established policy and procedures
- Working in conjunction with Managers and/or Supervisors, ensures that essential staffing needs are met for all assisted living and community-based services (Thunder Bay and District)
- Disseminates any applicable Health and Safety information to all BISNO staff

Although the CEO or designate is ultimately in charge, the Emergency Response Team meets to provide a coordinated response with input from the various programs/departments.

The Emergency Response Team (as identified above) will provide the following information to BISNO staff and the Board of Directors:

- Location of the emergency event
- Type of emergency (i.e. fire, flood, snowstorm)
- Summary of the damage
- Location and contact info for the emergency command centre
- An estimated timeframe of when regular operations will resume (if known)
- Specific direction to managers/supervisors based on the nature of the emergency event

A template emergency communication form is available on the Leadership Directory and is only used by Leadership personnel.

Site and emergency specific procedures are located in the Leadership Directory, at each site, and on the Employee Portal. After the plan is activated, the steps taken by each program/department will be based on direction received from the Emergency Response Team.

An emergency command centre is defined as the primary location from which the Emergency Response Team will meet and/or coordinate activities. The emergency command centre will be located at one of the following locations:

Primary Location	Regional Office 426 Balmoral Street, Thunder Bay, ON Telephone: 807-623-1188 Toll Free: 1-866-796-1188 Fax: 807-623-1201
Secondary Location	Transitional Learning Centre Leisure Room 130 Castlegreen Drive, Thunder Bay, ON Telephone: 807-768-1881 Fax: 807-768-1871

### **SECTION THREE**

After an emergency event occurs, an operational debriefing will be held as soon as possible in order to gather information in a timely manner regarding the following:

- What worked well and should continue
- What areas require improvement
- Determine any material resources that will need to be replaced
- Any other information that can improve future responses

A written report will be generated from the operational debriefing and disseminated to Senior Management. The report will be reviewed by the Emergency Preparedness and Response Team and utilized to facilitate planning activities.

Depending on the severity of the event and the impact on staff, debriefing with a member from Employee Family Assistance may be required in order to address psychosocial needs.

### **SECTION FOUR**

#### **Preparedness Activities**

All staff will receive training on the Emergency Preparedness and Response Plan Training including personal preparedness, the role of the Emergency Preparedness and Response Committee, emergency communication, and staff responsibilities. Regular personal preparedness tips will be emailed to all BISNO staff. An annual quiz on the Emergency Preparedness and Response Plan will be completed by all staff.

The responsibility for personal preparedness starts with the individual and follows three easy steps: Know Your Risks, Make a Plan, Get an Emergency Kit.

### **Plan Maintenance**

The Emergency Preparedness and Response Committee will meet a minimum of four times per year (see committee's terms of reference in Section Five). Updates to the plan will occur at those times if needed.

The Emergency Preparedness and Response Plan and Emergency Procedures will be reviewed and updated annually. Updates to phone lists, appendices, and emergency procedures will occur as needed. The chair of the Emergency Preparedness and Response Committee is responsible for updating the Plan and Procedures and ensuring it is disseminated to the appropriate individuals.

The Emergency Preparedness and Response Plan, Pandemic Plan, and Emergency Procedures will be posted online on the Employee Portal, so all staff have access to it. Those appendices which are for use by Leadership only will not be posted on the Employee Portal but are available in the Leadership Directory. The response and pandemic plans will also be posted on the BISNO website ([www.bisno.org](http://www.bisno.org)) for clients, families, and the public to view.

## **SECTION FIVE**

### **Contact Information**

All call out lists and emergency contact information is kept confidential and will only be accessed by Leadership. Human Resources is responsible for ensuring the agency wide contact list is kept updated. All staff should ensure they are advising BISNO of any changes to their contact information.

### **Program Specific Information**

Each program within BISNO has a specific emergency appendix that outlines potential direction that may be provided during an emergency situation. This information is available for the Emergency Response Team as a general guideline and any actions taken will be dependant on the nature of the emergency.

### **Emergency Procedures**

The following is a list of all BISNO's emergency procedures, both for the agency as a whole and site specific.

- Agency Wide:
  - Emergency Response Policy
  - Emergency Response Plan
  - Emergency Numbers
  - Bomb Threat
  - Evacuation Report
  - Fire Blanket
  - Fire Extinguisher
  - Hazardous Materials
  - Hostage Taking

- Lockdown
- Medical Emergency
- Weather Conditions
- Assisted Living – Cumberland Place
  - Building Operations – Malfunctions
  - Evacuation
  - Fire
  - Fire Watch
  - Power Outage
  - Lockdown
- Assisted Living – McKellar Place
  - Building Operations – Security
  - Call System
  - Evacuation
  - Fire
  - Fire Watch
  - Personal Safety Devices
  - Lockdown
  - Power Outage
- Assisted Living – Transitional Learning Centre
  - Alarm & Call System
  - Building Operations – Malfunctions
  - Carbon Monoxide
  - Evacuation
  - Fire
  - Fire Watch
  - Personal Emergency Safety Devices
  - Lockdown
  - Power Outage
- CROS Program – District offices Kenora & Dryden
  - Building Operations
  - Evacuation
  - Fire
  - Power Outage
- Regional Office
  - Building Operations
  - Evacuation
  - Fire
  - Power Outage

Emergency procedures are posted at all sites as well online on the Employee Portal.

## **Pandemic Plan**

Though noted here, the Pandemic Plan is located online on the Employee Portal and BISNO website. The document defines BISNO'S approach to pandemic planning and response. This information will guide the actions which are implemented as the pandemic evolves. The entire pandemic plan will be regularly reviewed and updated as new information on the risks and effective responses to pandemic flu comes to hand.

## **Emergency Preparedness and Response Committee – Terms of Reference**

Mandate:

The purpose of the Emergency Preparedness and Response Committee (EPRC) is to provide leadership to the organization in regard to emergency planning and response activities.

Objectives:

- Meet regularly to review and update the Emergency Preparedness and Response Plan
- Develop and coordinate emergency preparedness and response activities and training for BISNO staff
- Work with other BISNO committees (i.e. Joint Occupational Health and Safety) to ensure consistency throughout the organization

Members:

Membership on the committee will consist of the Human Resources Director, Program Director, Finance Director, Program Managers, and other Leadership team members as identified by BISNO Senior Management.

The committee chair will be determined by group consensus and approval from Senior Management.

Meetings:

Meetings will be held a minimum of four times per year. Other meetings and/or training will be held as needed.

Amendments:

The EPRC will review the Terms of Reference on an annual basis and make amendments as needed.